

BHC Sasebo, Japan

TRICARE Article Media Release

For Immediate Release

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OVERSEAS DENTAL CLAIMS

Many overseas dental offices will require their patients to pay for all dental services at the time they are rendered. They also may require you to personally submit your claims to United Concordia for reimbursement of your out-of-pocket expenses (not including cost-shares). Your dental claims must be completed and submitted to United Concordia as soon as possible following the date of service, preferably within 60 days. Any claim filed more than 12 months after the month in which the service was completed will be denied. To ensure your claim is properly processed and avoid any possible payment delay, these three items must be submitted to United Concordia:

1. TDP OCONUS Claim Form

The form can be obtained from your TRICARE Area Office, overseas dental treatment facility (ODTF), from any designated OCONUS Point of Contact (POC), or by calling United Concordia's OCONUS Customer Service Unit (1-800-866-8499 toll-free 24 hours a day Monday – Friday). It is also available in the Forms/Materials section of WWW.TRICAREDEDENTALPROGRAM.COM website.

2. Dentist's Bill or Statement of Charges

If the specific service(s) provided are repeated on the claim form, a separate office bill is not needed.

3. Non-Availability Referral Form (NARF)

A Non-Availability Referral Form (NARF) is required for orthodontic and implant services and a dentist on the Host Nation Provider Directory must be used or the claim will be denied. One exception is Canada, where members may receive care from any dentist; however, a NARF is still required prior to obtaining treatment for orthodontic or implant services.

You will be reimbursed in U.S. dollars unless you request payment in local currency. Also remember that non-Command Sponsored TDP enrollees who receive dental care in OCONUS areas are now responsible for CONUS cost-shares as well as any difference between the dentist's charge and United Concordia's allowable charges for treatment.

For assistance or questions about the OCONUS dental program or for help with submitting OCONUS claims, contact Melissa Pinillo at 243-5509 or e-mail her at Melissa.Penillo@med.navy.mil. You can also contact your local TRICARE Center at 252-2572.